

Support for carers



**Information and advice for
adult carers in Birmingham**



June 2010

Who is a carer?

You are a carer if you look after a friend, relative or neighbour who has a long-term disability, mental health difficulty, or is frail due to old age, and you are not paid for the care you provide.

You may be helping them with:

- personal care, such as washing, dressing or taking medication;
- practical care, such as support with shopping, cooking and cleaning; or
- emotional support if they are lonely, worried or get upset.

You do not have to live in the same house as the person you care for to be their carer.



What has changed?

We are changing the way we provide our services, to give you and the person you support more choice and flexibility in how we provide services to meet your needs.

How can you help me?

We will talk to you about the care that you are providing and the effect this is having on you, because we understand that caring for someone can be difficult and tiring. We want to ease the pressure on you by helping you as much as possible and giving you the support you need to carry on caring, if that is what you want to do.

It can be helpful to take a step back from the day-to-day demands of caring, and think about your own needs and what you want.

What is a carer's assessment?

A carer's assessment is an assessment of your needs as a carer. We can assess your needs at the same time as we assess the needs of the person you look after.

We will ask you to answer some questions on a form called a 'self-assessment questionnaire'. The social worker will go through it with both of you.

An assessment will take into account:

- the effect caring is having on you; and
- whether you feel you are able to continue caring.

You can ask us for a separate carer's assessment if you are providing substantial care or regular care. Providing this amount of care means your caring may affect:

- your health;
- your ability to look after your home;
- your ability to keep a job; or
- your social life.

You can also ask us for a separate carer's assessment if the person you are looking after does not want an assessment, or you feel you cannot talk freely in front of them.

You can have a relative or a friend with you to support you in the assessment meeting.



During your assessment, your social care worker will ask for your permission to share the information you give them with other people. But, if they think someone is at serious risk, they may have to tell other people such as the person's social care worker. They will talk to you before they do this.

We aim to carry out the carer's assessment within 28 days of you asking for one.

In an emergency, we will try to start the carer's assessment and give help within 24 hours.

Having a carer's assessment is free.

How do I ask for a carer's assessment?

You can ask us for a carer's assessment by contacting the relevant team below.

If the person you care for is over 65 or under 65 with dementia, you should contact our Older People's Access Service.

Older People's Access Service

Phone: **0121 303 1234**

Textphone: **0121 303 6230**

Email: **OlderPeoplesAccessService@
birmingham.gov.uk**

If the person you care for has a learning disability and is aged over 18, you should contact our Learning Disability Service.

Learning Disability Service

Phone: 0121 303 2202

Write to:

Learning Disability Services

25 Bierton Road

Yardley

Birmingham

B25 8PY

If the person you care for has a physical disability and is aged 18 to 64, you should contact our Physical Disability Service.

Physical Disability Service

Phone: 0121 303 3335

Write to:

Physical Disability Service

CIBA Building

Hagley Road

Birmingham

B16 9NX

If the person you care for is blind or has a sight problem and is aged over 18, you should contact our Visual Impairment Team.

Visual Impairment Team
Southside Business Centre
Room 1-3
249 Ladypool Road
Birmingham
B12 8LF

Phone: **0121 464 9455**
(for anyone who has a sight problem,
whatever their age)

Fax: **0121 464 2741**

If the person you care for has mental health difficulties and is aged over 18, you should contact our mental health services.

Mental Health Social Work Access and Duty

- **South Birmingham**
Phone: **0121 678 2830**
- **East and North Birmingham**
Phone: **0121 685 7832**
- **Heart of Birmingham**
Phone: **0121 685 7628**

If you are not sure which number to phone, please contact our Birmingham Carers Centre.

Phone: **0121 675 8000**

If the person you care for or plan to care for goes into hospital, a hospital social worker will discuss with you what help you will need to care for them once they come home.

In an emergency, for example if you cannot cope any longer, you should contact any of the teams above. They will make appropriate emergency arrangements to support you.

If you cannot care for someone because of an emergency and our office is closed, you can phone our Emergency Duty Team on **0121 675 4806**.

What will happen next?

After the assessment, if we have assessed the person you care for as having 'substantial' or 'critical' needs, they will receive an individual budget.

An individual budget is money that you and the person you look after can use to buy support. The support you choose has to meet the needs of the person you care for, as well as your needs.

An individual budget allows the person you support to choose how and when they receive care.

We can also tell you about our other services which are available to everyone. These include giving you:

- advice;
- contact details about other organisations that may be able to support you;
- information about health care;
- information about leisure activities; and
- information about our Carers Emergency Response Service (CERS).

For more information, please see our separate leaflet 'An easy guide to individual budgets' (AC495A). If you would like a copy of this leaflet, please phone us on **0121 464 3123**.

If we agree that we are going to provide or arrange services using an individual budget, we will work with you to make a support plan. This plan will make sure you have time away from caring or will provide help so you can spend time with the person you care for, while someone else does the practical caring for you.

How will your Fairer Charging Policy affect me?

Since 1 April 2003, all councils have had to follow Government guidance about the way they charge people for services they get to help them carry on living in their home. This is known as 'fairer charging'.

We have a separate leaflet called 'Fairer Charging (AC9I)' that explains more about fairer charging. If you would like a copy, please phone us on **0121 464 3123**.



Useful websites

Directgov

Information about local government services.

Website: www.direct.gov.uk

Department of Health

Website: www.doh.gov.uk

Princess Royal Trust for Carers

Website: www.carers.org

Adult Care in Brum

Putting you in touch with organisations that can help you.

Website: www.adultcareinbrum.org.uk

Email: enquiries@adultcareinbrum.org.uk

Carers UK

Website: www.carersuk.org



Useful health contacts

National Health Service Carers Support

South Birmingham PCT Carers Support

West Midlands Rehabilitation Centre

91 Oak Tree Lane

Selly Oak

Birmingham

B29 6JA

Phone: **0121 627 8122 or 8839**

Birmingham East and North PCT Carers

Support

Waterloo Road

Yardley

Birmingham

B25 8AE

Phone: **0121 765 5194**

Heart of Birmingham PCT Carers Support

Riverside Lodge

160 Hob Moor Road

Small Heath

Birmingham

B10 9JH

Phone: **0121 465 4150**

National Carers Helpline

A national helpline for carers. This is available from 8am to 9pm Monday to Friday and 11am to 4pm on weekends and bank holidays.

Phone: **0808 8020202**

Website: **www.nhs.uk/carersdirect**

Birmingham Carers Centre

The centre is our 'one-stop' shop for carers, and provides a wide range of useful information and activities.

We provide advice and information about:

- debt and getting someone to represent you;
- how to register for a variety of activities;
- social funds, grants, and benefits; and
- individual budgets and fairer charging.

Birmingham Carers Centre

130 Colmore Row

Birmingham

B3 3AP

Phone: **0121 675 8000**

Fax: **0121 675 8160**

Website:

www.birminghamcarerscentre.org.uk

Email:

helpline@birminghamcarerscentre.org.uk

Birmingham Carers Association

Birmingham Carers Association is run by carers and they campaign for improvements in the help and support available to carers. They are based within the Birmingham Carers Centre.

Birmingham Carers Centre

130 Colmore Row

Birmingham

B3 3AP

Phone: **0121 675 8176**

Fax: **0121 675 8160**

Website: **www.b-c-a.org.uk**

Email: **bhamcarers@gmail.com**

Carers UK – Birmingham branch

This is the local branch of the main national organisation who campaign on behalf of carers. The Government regularly consult Carers UK to improve their policies and services for carers.

They are based within the Birmingham Carers Centre.

Birmingham Carers Centre

130 Colmore Row

Birmingham

B3 3AP

Phone: **0121 681 6086**

Fax: **0121 675 8160**

Email: **info@carersuk.org**

Carers Emergency Service for Carers (CERS)

This is our emergency service for carers. This is a free back-up service to make sure that the person you care for receives support for up to 48 hours in an emergency. You will need to register with us for this service.

We are based within the Birmingham Carers Centre.

Birmingham Carers Centre
130 Colmore Row
Birmingham
B3 3AP

Phone: 0845 468 1338

Fax: 0121 675 8160

Website: www.cers.org.uk

Email: info@cers.org.uk

Where to find us at the Birmingham Carers Centre



Your right to be heard

If you have any comments, compliments or complaints, please contact us.

**Customer Care and
Citizen Involvement Team
Birmingham City Council
Adults and Communities
Milton Grange
16 Handsworth Wood Road
Birmingham
B20 2DR**

Phone: 0121 303 5161

Fax: 0121 303 7208

Email:

CustomerCareTeam@birmingham.gov.uk

Website:

www.birmingham.gov.uk/AdultCustomerCare



Corporate member of
Plain English Campaign
Committed to clearer communication.

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If you would like a copy of this leaflet in another language, in large print, in Braille or on audio tape, MP3 or CD, please phone us on **0121 464 3123** or email **accomunications@birmingham.gov.uk**